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**Blue Bear Animal Rehabilitation Terms & Conditions**

**HEALTH & SAFETY – HUMANS -** It has been explained to me that I may be asked to walk/run/participate in exercises/therapy to motivate my dog, I understand that there are trip/slip hazards including other people and dogs present. I have been advised that I should wear suitable nonslip footwear. **I will inform Blue Bear if I am unable/unwilling to participate. I will also inform Blue Bear if I have a disability or medical condition that limits my ability to participate or puts me at greater risk of injury.** I understand that I am responsible for my children’s safety and behaviour while they are on the premises and that they should remain seated in the swimming pool area. Children will always remain under my close supervision and in all areas of the centre. I understand that I am responsible for the safety of the people/visitors accompanying me whilst at Blue Bear as they may not be familiar with the procedures and hazards that I have been made aware of. **Do not use the ramp unless instructed to do so by a therapist, you may watch the session from the viewing platform unless directed to help motivate your dog by the therapist, please follow their instructions.** **PLEASE DO NOT wear muddy boots or shoes.**

**HEALTH & SAFETY – DOGS**

* **We DO NOT promote the use of E-Collars or Prong collars on dogs and these will not be accepted in the building. We are happy to provide an alternative lead for you to use. Please come in and ask for one before bringing your dog into the centre.**
* **Always have a collar and/or harness on your dog**. Dogs without collars pose a serious health & safety risk to members of staff, other clients, and their dogs.
* Always keep your dog on a lead until a member of staff tells you that it is safe to release your dog/s. If you are not strong enough and have a problem controlling your dog, please ask a member of staff for help.
* Always check with us before bringing your dog into reception – your dog may be great with other dogs, but not all dogs are. Please remember we have injured dogs on the premises that could feel threatened or could be hurt by normal friendly behaviour.
* **Staff are under strict orders regarding collars & leads on dogs – please listen to them. These rules are for everyone’s safety and comfort. Clients who have been warned and continue to ignore staff instructions to check before entering reception and/or control their dog(s) will not be allowed to continue using our facilities.**
* **Blue Bear strongly recommends your dog is vaccinated against kennel cough. The kennel cough vaccination is advised for any dog who routinely comes into close contact with other dogs. Please speak to your vet for more details.**

**To provide the best possible care for the treatment and/or rehabilitation or your dog please be advised of the following requirements.**

**CLINICAL HISTORY, CHANGE OF HEALTH STATUS AND COMPLEMENTARY THERAPIES -** I will inform Blue Bear of any changes to medication, any surgical procedures or changes in veterinary advice affecting my dog. I understand that any of these changes may affect the type and duration of treatment. I will inform Blue Bear if my dog is receiving treatment elsewhere e.g., Physiotherapy, chiropractor, acupuncture, homeopathy, TTouch etc. I will inform Blue Bear immediately if my dog contracts any infectious diseases (e.g., kennel cough). I consent to Blue Bear Animal Rehabilitation having access to my pet’s clinical history.

**DISCUSSION OF RISK -** Physical exercise together with the pressure of the water on the chest and abdomen can put more stress on your dog’s cardio-respiratory function.

Obesity in pets increases the risks when swimming. We will endeavour to work with you to maintain an optimum healthy weight for your pet.

If there is an undiagnosed cardiac or respiratory condition your dog could be at risk.

Whilst all due care will be taken, if your dog has a diagnosed or undiagnosed spinal condition, there is a possibility their condition could be worsened by hydrotherapy.

 We reserve the right to withdraw treatment if we feel the risk is detrimental to your pets’ wellbeing.

**CLEANLINESS -** If your dog poos – please clean up and dispose of in the buckets provided outside. Ask if you need a poo bag or help – we do not mind, as accidents happen especially with elderly, young or disabled dogs. Use the designated garden to toilet your dog – please do not use the car park as there can be heavy traffic and this is unpleasant & unhealthy for our neighbours, other people and wild and domestic animals.

**FOULING IN THE POOL – In the unlikely event that your dog fouls in the pool a surcharge of £50 will apply.**

**APPOINTMENTS**

Initial Physiotherapy appointments require a 50% non-refundable deposit that will be taken at the time of booking. The rest of the session charge will be taken once you have had your appointment.

Block Bookings – In the event that you book a block of 5 swim slots, this can only be used for pool sessions. If you require any other treatment during this time such as, physiotherapy or underwater treadmill these will be charged at their original price.

Late Arrivals - Up to 15 minutes late – we will start the swim, but your dog(s) will be required to leave the pool/consultant room to enable the next client’s appointment to start punctually.

 Over 15 minutes late – we may let the next client start their dog(s) swimming/therapy and try to fit you in at the end of their appointment. This will not always be possible. **In either case the full charge will apply**

**Missed appointments and cancellations with less than 48 hours’ notice will incur the full session charge. We require a minimum of 48 hours’ notice for cancellation. You may notify us by phone, leaving a voicemail or email.**

**GDPR –** Our privacy policy can be found on our website www.bluebearanimalrehabilitation.co.uk or available on request from our team

**DECLARATION -** I hereby give permission for my dog to receive treatment at Blue Bear Animal Rehabilitation Centres. **I have authorised all medical and behavioural history to be available to Blue Bear Animal Rehabilitation and believe the information given is correct.** **I give permission for Blue Bear Animal Rehabilitation to exchange information with my veterinary practice about my dog’s condition and/or behaviour.** I will not bring any dog to Blue Bear which has contracted or been knowingly exposed to any infectious diseases. I agree to abide by all the Terms & Conditions which have been explained and discussed with me by a member of staff

**I give/ do not give permission for photographs to be used for monitoring progress and/or use on our social media sites and for educational or promotional purposes** (please delete as appropriate.)

**My pet is insured, and I give/do not give permission for Blue Bear Animal Rehabilitation Ltd to share information with my insurance company and I understand there is an administration fee for this service of £10.00**

**I am/not happy for students (e.g. student vets, nurses, animal care, hydrotherapists) to observe and assist with my pet's therapy as part of their training under the supervision of qualified senior staff members**

**I give permission for Blue Bear Animal Rehabilitation Ltd to contact me as per the privacy policy**

Patients Name

Clients Name Clients Signature

Staff Signature Date